

Table 5
Eastern Nebraska Veterans Home
Summary of FAMILY Satisfaction Survey Responses
2010

Number of Survey Responses = 57

1. How are you related to this member? (N=57)	#	%	
Spouse	15	26.3%	
Sibling	2	3.5%	
Child	16	28.1%	
Parent	2	3.5%	
Guardian	3	5.3%	
Power of Attorney	3	5.3%	
Other	16	28.1%	

1a. For those who were related in some "other" manner, what was that relationship? (N=16)	#	%	
A child with power of attorney (POA)	4	25.0%	
A sibling with POA	2	12.5%	
A child who also is a guardian with POA	1	6.3%	
A spouse with POA	3	18.8%	
A sibling who also is a guardian	1	6.3%	
A nephew with POA	2	12.5%	
A child who also is a guardian	1	6.3%	
A sibling who also is a guardian with POA	1	6.3%	
A niece with POA	1	6.3%	

	Less than 1 year	1 - 3 years	More than 3 years
2. How long has your member lived at this Veterans Home? (N=56)	15	29	12
Percent?	26.8%	51.8%	21.4%

	2+ times weekly	Weekly	Every 2 weeks	Monthly	Less than monthly	
3. How often do you visit your member at this Veterans home? (N=55)	17	15	10	9	4	
Percent?	30.9%	27.3%	18.2%	16.4%	7.3%	

"Quality of Services" How would you rate . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
4. The cleanliness of the facility? (N=57)	78.9%	17.5%	1.8%	0%	1.8%	0%
5. The cleanliness and maintenance of the grounds? (N=56)	66.1%	25.0%	5.4%	1.8%	1.8%	0%
6. The facility's method in addressing your concerns or complaints? (N=56)	51.8%	41.1%	5.4%	0%	1.8%	0%
7. The staff addressing members' needs first? (N=56)	51.8%	35.7%	8.9%	1.8%	1.8%	0%
8. The staff at knowing what your member's specialized need are? (N=57)	43.9%	43.9%	12.3%	0%	0%	0%
9. The quality of medical care provided to your member? (N=56)	48.2%	42.9%	7.1%	0%	0%	1.8%
10. Your confidence level in knowing your member is well-taken-care-of when you are not present? (N=55)	65.5%	29.1%	3.6%	1.8%	0%	0%
11. The number of staff present to meet your member's needs? (N=57)	35.1%	38.6%	22.8%	1.8%	1.8%	0%
12. Your confidence level that your member receives the help he/she needs to eat? (N=56)	46.4%	33.9%	12.5%	0%	1.8%	5.4%
13. Staff following up on your requests? (N=55)	49.1%	36.4%	10.9%	0%	0%	3.6%

"Communication" How would you rate staff at . . .	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
14. Keeping you informed about your member's status within privacy limitations? (N=57)	61.4%	29.8%	7.0%	0%	1.8%	0%
15. Involving you in planning your member's care? (N=57)	54.4%	31.6%	10.5%	1.8%	0%	1.8%
16. Politeness and courteousness toward you? (N=57)	70.2%	28.1%	1.8%	0%	0%	0%
17. Keeping track of your member's personal belongings? (N=56)	35.7%	41.1%	14.3%	3.6%	5.4%	0%
18. Making you feel welcome? (N=57)	63.2%	33.3%	1.8%	0%	0%	1.8%
19. Appreciating your help? (N=57)	57.9%	31.6%	3.5%	1.8%	1.8%	3.5%
20. Maintaining communication with you? (N=55)	58.2%	34.5%	5.5%	0%	0%	1.8%

	YES		NO		UNSURE	
	#	%	#	%	#	%
21. Do you know who to talk to in order to get information about your member? (N=56)	49	87.5%	0	0%	7	12.5%
22. Do you fear your member might suffer negative consequences because of something you say or do? (N=56)	5	8.9%	45	80.4%	6	10.7%

"Living Environment"	YES		NO		UNSURE	
	#	%	#	%	#	%
23. Does your member's room meet their individualized needs? (N=56)	53	94.6%	2	3.6%	1	1.8%
24. Does the facility layout meet your member's needs? (N=57)	56	98.2%	1	1.8%	0	0%
25. Are you encouraged to bring your member's personal things into the room as space allows? (N=56)	45	80.4%	1	1.8%	10	17.9%
26. Is there a comfortable, private place for you to visit with your member? (N=57)	51	89.5%	2	3.5%	4	7.0%
27. Do you feel the home offers sufficient activities for your family member to participate in? (N=57)	51	89.5%	1	1.8%	5	8.8%

"Member Care"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
How would you rate the facility with...						
28. Addressing your member in an appropriate manner? (N=57)	64.9%	26.3%	5.3%	0%	3.5%	0%
29. Being patient with your member? (N=56)	60.7%	25.0%	10.7%	0%	3.6%	0%
30. Treating your member with respect? (N=56)	64.3%	28.6%	3.6%	0%	3.6%	0%
31. Encouraging your member in maintaining his/her independence? (N=57)	57.9%	26.3%	3.5%	0%	10.5%	1.8%
32. Offering appropriate activities to your member? (N=55)	56.4%	32.7%	3.6%	1.8%	3.6%	1.8%
33. Providing a proper amount of time for your member to eat meals, with assistance from staff if needed? (N=56)	60.7%	23.2%	7.1%	0%	7.1%	1.8%
34. Keeping your member clean and well groomed? (N=57)	42.1%	42.1%	14.0%	0%	1.8%	0%
35. Assisting your member to the toilet when needed? (N=56)	41.1%	37.5%	0%	1.8%	12.5%	7.1%
36. Keeping your member physically comfortable? (N=57)	49.1%	38.6%	8.8%	0%	3.5%	0%

"Overall"	"Positive" ratings		"Negative" ratings		Don't Know	Not Applicable
	Excellent	Good	Fair	Poor		
37. Please rate this facility in terms of how well it is taking care of your member. (N=57)	63.2%	33.3%	3.5%	0%	0%	0%
38. Please rate this facility in terms of how well its staff respect the dignity of your member. (N=55)	63.6%	25.5%	7.3%	1.8%	1.8%	0%
39. Please rate this facility in terms of how well it is providing tender-loving-care to your member. (N=56)	53.6%	28.6%	10.7%	0%	7.1%	0%
40. Please rate the quality of care and services that this facility is providing to your member. (N=57)	70.2%	26.3%	3.5%	0%	0%	0%

	Improved	Remained the same	Declined
41. In the last year, has the quality of care and services provided to your member . . ? (N=49)	6	43	0
Percent?	12.2%	87.8%	0%

	YES		NO		UNSURE	
	#	%	#	%	#	%
42. Would you recommend this Veterans Home to others? (N=55)	52	94.5%	1	1.8%	2	3.6%
43. Have you ever told other people that the quality care being provided at this Veterans Home is excellent? (N=56)	49	87.5%	6	10.7%	1	1.8%

	Always	MOST of the time	SOME of the time	Very Rarely	Never	
44. Do you feel that your member is happy living at this Veterans Home? (N=54)	5	39	9	1	0	
Percent?	9.3%	72.2%	16.7%	1.9%	0%	